

# IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

## HUMAN RESOURCES ENTERPRISE

### CIVIL RIGHTS SPECIALIST

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#### DEFINITION

Investigates complaints of discrimination in employment, public accommodation, housing, credit and education and prepares written reports of investigation including analysis of collected evidence and applicable state and federal law; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

#### WORK EXAMPLES

Reviews complaints filed with the Iowa Civil Rights Commission pursuant to state and federal law; identifies specific basis for complaints; reviews records; analyzes and reviews evidence received from parties; identifies, obtains and analyzes comparative evidence.

Investigates complaints of discrimination; interviews complainants, respondents and witnesses; collects and analyzes relevant documents.

Gathers facts through fact-finding interviews, subpoena and analysis of records to document and verify the accuracy and authenticity of evidence for use in administrative hearings.

Applies applicable statutes and legal standards to determine if there is probable cause to believe discrimination occurred.

Provides an efficient and effective written synopsis of complainant's allegations, respondent's evidence and application of legal standards to same.

Provides thorough, well reasoned and clear written evaluations of law and evidence.

Enters data and completes report in web based database.

Occasionally, may provide training to general public as well as facilitating alternative dispute resolution between parties.

Investigates complaints of discrimination in public accommodation, housing, employment and credit.

#### COMPETENCIES REQUIRED

Demonstrates thorough knowledge and understanding of what constitutes discrimination, including fundamental understanding of various civil rights legislation including but not limited to the Iowa Civil Rights Act, Title VII, ADA, ADEA, and Fair Housing Standards Act.

Knowledge of the basic principles and techniques of investigating including areas such as interviewing, fact-finding and records checking.

Ability to plan, organize and conduct thorough and complete investigations and to adapt investigative methods, techniques and procedures to specific situations.

Demonstrate strong and effective communications skills verbally and in writing.

Ability to observe and record facts accurately about persons, objects and events.

Ability to compile and summarize data and prepare records and reports of facts in a clear, logical and objective manner.

Ability to apply and interpret state and federal laws, rules and regulations relating to discrimination complaints for which investigations are conducted.

Ability to distinguish between relevant and irrelevant information or evidence, and detect discrepancies in information.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy and cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, and group identity team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

#### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Graduation from an accredited college or university with a Bachelor's Degree in Law Enforcement, English, History, Political Science, or Business Administration and one year of full time experience as an investigator requiring knowledge in civil rights laws or criminal investigation, including drafting investigative reports which involve application of relevant statutes;

OR

Graduation from an accredited school of Law;

OR

Graduation from an accredited college or university with a Bachelor's Degree in a major not listed above and two years of full-time specified experience.

#### **SELECTIVE CERTIFICATION**

For designated positions the appointing authority, with Iowa Department of Administrative Services – Human Resources Enterprise prior approval, may request those applicants possessing a minimum of twelve semester hours of education, six months of experience, or a combination of both, or a specific certificate, license, or endorsement in the following areas:

|     |            |
|-----|------------|
| 354 | law        |
| 878 | bi-lingual |

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

#### **NOTE:**

Must be free to travel occasionally and work varied hours. Employees must arrange transportation to and from assigned work areas.

Effective Date: 7/11 BR